



CITY OF RALEIGH

At Your SERVICE

Prepared by the City of Raleigh Public Affairs Department
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February 2014

www.raleighnc.gov

NUMBERS TO REMEMBER

EMERGENCY	911	Fire Prevention	919.996.6392	Sidewalks	919.996.3030
City Information	919.996.3000	Garbage/Recycling	919.996.6890	Stormwater/drainage	919.996.3940
Animal Control Dispatch	919.831.6311	Greenways	919.996.4786	Streetlight outage/repair	800.452.2777
Bus (CAT) information	919.485.7433	Parks and Recreation	919.996.3285	Trees	919.996.4115
Business License	919.996.3200	Parking	919.996.3030	Urban Design Center	919.996.4640
City Council / Mayor	919.996.3050	Police Information Desk	919.996.3335	Utility Billing	919.890.3245
Community Relations	919.996.3077	Pothole repair	919.996.6446	Water/Sewer Emergencies	919.996.2737
Convention Center	919.996.8500	Power outage	800.419.6356	After hours	919.829.1930
Development Services		Public Nuisance	919.996.2444	Yard Waste Center	919.250.2728
Customer Service Center	919.996.2495	Raleigh Television Network	919.996.6278	Zoning/Code Enforcement	919.996.2474

Duke Energy Center for the Performing Arts Presents the Variety That Is March

The month that bids adieu to winter and welcomes spring will see a fitting array of entertainment at the Duke Energy Center for the Performing Arts. Eighteen offerings with 35 performances will claim the Downtown stages starting with Vivaldi's "Four Seasons" and concluding with Dvorak's "Rusalka."

Mother Nature takes up residence on the Fletcher stage February 13 through March 2 as the Carolina Ballet offers 11 performances of Vivaldi's "Four Seasons." Choreographed by Director Robert Weiss, the Carolina Ballet will convey the nip of winter, the lilt of spring, the stupor of summer and the introspection of autumn.

The works of Mendelssohn and Tchaikovsky will be presented February 28 and March 1 as part of the North Carolina Symphony's Classical Series.

The symphony offers a special treat March 4 when it presents the "kings" of Celtic music, the Chieftains. If that's not enough to get you stoked for St. Patrick's Day, Solas, the quintessential Irish-American band brings "Shamrock City" and the story in music of immigrants during the Industrial Revolution to town March 7.

NBC's top-rated a cappella competition, "Sing-Off Live Tour" takes the stage March 6. The presentation will feature the newly crowned top a cappella group in the country along with finalists from season four.

"Silence" and "Noise" attempt to hijack the concert but with the help of the audience, "Music" and the conductor, harmony triumphs in the North Carolina Symphony Kids Series presentation of "Noise & Silence." Two performances will be held March 8.

Daylight Savings Time begins March 9, and the Duke Energy Center for the Performing Arts will be celebrating. Raleigh Chamber Music presents violin virtuoso Rachel Barton Pine that evening in Fletcher Opera Theater. While over in Meymandi Concert Hall, Broadway Series South offers Wayne Brady's singing, acting, improv and dancing that have kept him in front of television and film cameras since his debut on "Whose Line Is it Anyway." Want more? That evening Memorial Auditorium's stage will be the realm of the "Queen of Comedy Central." Amy Schumer's Back Door Tour offers vignettes exposing her rowdy, "clowny," hilarious mind.

The most tragic love story ever told comes to life in all its ribald humor and agony March 13 through 30 in Fletcher Opera Theater. The Carolina Ballet will present 11 performances of the star-crossed "Romeo and Juliet."

North Carolina native and Oberlin Conservatory alum Rhiannon Giddens Laffan will bring the very best of the banjo to the Meymandi stage March 14 and 15. The lead banjo player for the Grammy Award-winning Carolina Chocolate Drops is being presented as part of the North Carolina Symphony Classical Series.

Love the Beatles? You've got two chances to indulge that passion with the performances of "Rain" March 16 as part of Broadway Series South. George

Thorogood and the Destroyers have been "Bad to the Bone" for 40 years. They keep up the tradition of hard driving, kickin', rock and roll St. Patrick's Day as another Broadway Series South offering.

The first noon of spring will hear "Sketches from Pinehurst," the mid-day present to the new season from the North Carolina Symphony's Friday Favorites, March 21.

The symphony offers two performances of "Pictures of an Exhibition" as part of its Classical Series March 28 and 29.

Through lush melodies, North Carolina Opera presents the angst of life and love as endured by the love-smitten water nymph in Antonin Dvorak's "Rusalka" March 30.

For complete information on the Duke Energy Center for the Performing Arts' lineup, visit www.dukeenergycenterraleigh.com.

Firm Selected to Lead Six Forks Road Corridor Study

The City has selected the consulting firm Design Workshop to lead the Six Forks Road Corridor Study. The study will determine the steps that should be taken to make the corridor more transit, pedestrian and bike friendly.

The corridor study area extends from the I-440 interchange to the Lynn Road intersection. This section of Six Forks Road includes churches, banks, schools and stores. Established neighborhoods, new mixed-use development and high-rise apartments border the corridor. Six Forks Road also is a major transportation corridor.

For more information, visit www.raleighnc.gov and enter "Six Forks Corridor Study" in the search window, or contact Carter Pettibone at 919-996-4643 or carter.pettibone@raleighnc.gov.

Construction of Horseshoe Bend Section Will Complete the Neuse River Greenway Trail

The City Council has approved a contract with Fred Smith Company II, LLC for construction of the Horseshoe Bend section of the Neuse River Greenway Trail. The contract totals \$819,950.

Horseshoe Bend is the last remaining section of the Neuse River Greenway Trail to be constructed. This section of greenway trail will stretch 0.81 of a mile from the WRAL Soccer Center on Perry Creek Road to U.S. 401 North (Louisburg Road). It will include a pedestrian bridge and a short boardwalk section. Completion is scheduled for August.

The entire Neuse River Greenway Trail will extend 27.5 miles from Falls Lake Dam in north Raleigh southeast to the Johnston County line. It will be the longest greenway in North Carolina and the longest paved trail between northern Virginia and western Georgia. The approximately \$32 million Neuse River Greenway Trail is being funded by parks and recreation bonds approved by Raleigh voters in 2003 and 2007, the federal government, Wake County Open Space funds and other local jurisdictions.

Forum Asks: What Will Downtown Living Be in 10 Years?

The City of Raleigh continues its pondering of the near future, this time examining Downtown living 10 years hence. What will that be like for children, families and elders?

Former City Council Member Anne S. Franklin's March 19 presentation will span the ages asking: What do today's middle school students have to say? Will aging in place be a viable option for seniors? What will parents of preschoolers want out of life Downtown?

The presentation is part of the City of Raleigh's 2013/2014 Education Forum that attempts to prepare for the future by examining Raleigh's challenges and opportunities 12 years down the road. The presentations begin at noon and are held in the City of Raleigh Urban Design Center, 220 Fayetteville St. (in the City of Raleigh Museum). There is no admission charged for the 90-minute Downtown conversations.

In addition to the March 19 presentation on the future of Downtown living, other events are on the education forum docket. They are:

- **Population Growth, Sustainability and the Need for Urban Green Space – April 23**
- **Downtown: An Engine for Wake County's Tourism Strategy – May 21**
- **The Future of Solid Waste Management in Raleigh – June 18**

For more information, contact Beth Nooe at beth.nooe@raleighnc.gov or 919-996-4635.



**Visit your City Online at
www.raleighnc.gov for the Latest
City News, Hot Topics and Alerts.**

Fortify Raleigh Project Prompts Enhanced Bus Service

For the next several years, the North Carolina Department of Transportation's (NCDOT) Fortify project will be a necessary but challenging part of life in the Triangle. The construction project will rebuild an 11.5-mile stretch of the heavily traveled southern portion of I-40 and I-440. Fortify will have a significant impact on motorists who use the roadway until the project's scheduled completion in the fall 2016.

In an effort to ease traffic congestion that is inevitable once lanes are closed on the beltline, NCDOT has allocated \$12 million for additional transit services and van-pools in areas that are most affected. The City of Raleigh has executed a temporary contract with the Triangle Transit Authority. Additional bus service is available for the existing Zebulon-Wendell-Downtown Raleigh route. Also, a new express route is available from Johnston County to Downtown Raleigh.

The additional buses will use existing park-and-ride lots in Zebulon and Wendell. In Zebulon, the park-and-ride lot is located between Compare Foods and Advance Auto Parts on Stratford Drive and Gannon Avenue. In Wendell, the park-and-ride lot is located on the corner of 4th Street and Oakwood Avenue. In Johnston County, the new park-and-ride lot will be in the Wal-Mart parking lot near the intersection of I-40 and N.C. 42.

For more information on the additional bus service and for schedules, visit www.triangletransit.org/johnston-county-express-fortify-options. For updates on the Fortify project, visit the City of Raleigh's website at www.raleighnc.gov and click on the link to NCDOT's Fortify webpage.

City Offers Weekly E-Newsletter Residents who want to receive the City of Raleigh's weekly e-newsletter, NewsCOR, may do so by signing up through MyRaleigh Subscriptions on the City's website or calling the City of Raleigh's Public Affairs Department at 919-996-3100.

Non-Erodible Surfaces Required for Residential Front-Yard Parking

The City of Raleigh requires that driveways and parking within the front yard of single-family detached dwellings be constructed of non-erodible surfaces such as asphalt, concrete or pavers, or four inches of gravel with permanent borders. Otherwise, parking is restricted to single-file parking in front of the driveway cut.

Parking must be limited to the driveway plus an area to accommodate two additional parking spaces of 380 square feet or 40 percent of the front yard area, whichever is less. This regulation applies to gravel, grass or other non-erodible surfaces. Surfaces of asphalt, concrete or pavers that exceed the maximum may remain if they existed prior to July 19, 2012.

Vegetative screening is required for new parking spaces that face the side property line. Screening is required along the side of the parking space parallel to the street.

Through April 15, AARP Offers Free Tax-Filing Assistance to Seniors with Below Median Incomes

AARP Tax-Aide is the nation's largest free, volunteer-run tax assistance and preparation service. It is available to taxpayers that have low income and middle incomes. AARP Tax-Aide offers a variety of services each year which include:

- Face-to-face tax assistance and preparation at sites throughout the county such as libraries, senior centers, and churches; and,
- Free electronic filing (e-filing) at 10 tax preparation sites from February 1 to April 15 in Wake County. E-filing is more accurate and processes the tax return more quickly.

AARP Foundation Tax-Aide volunteers are trained and IRS-certified each year to ensure their knowledge of the latest changes and additions to the U. S. Tax Code.

Because of the complexity of the U. S. Tax code, older taxpayers with low incomes may over-pay their taxes or have to rely on expensive and, for many, unaffordable professional tax preparation services.

The following AARP Tax Aide Raleigh locations are operational through April 15 at the indicated schedules:

- Tabernacle Baptist Church, 8304 Leesville Road, Raleigh, Monday & Wednesday, 9 a.m. – 3 p.m.;
- Martin Street Baptist Church, 1005 E. Martin St., Raleigh, Tuesday & Thursday, 10 a.m. -2:30 p.m.;
- Consumer Education Services, Inc., 3700 Barrett Dr., Raleigh, Monday – Friday, 12 p.m. – 9 p.m., Saturday, 9 a.m. – 4 p.m. For an appointment, call 919-785-0718;
- Five Points Center for Active Adults, 2000 Noble St., Raleigh, Friday, 9 a.m. – 4 p.m.;
- Westminster Presbyterian Church, 301 E. Whitaker Mill Road, Raleigh, Wednesday, 9:30 a.m. – 4 p.m.;
- Bond Park Community Center, 801 High House Rd., Cary, Monday, Wednesday and Friday, 10 a.m. to 4 p.m.;
- Garner Avery Street Annex, 201 Avery St., Garner, Tuesday, 12 p.m. to 6 p.m. and Thursday, 12 p.m. to 4 p.m.;
- Northern Wake Senior Center, 235 E. Holding Ave., Wake Forest, Tuesday and Wednesday, 9 a.m. to 3 p.m. For an appointment, call 919-554-4111;
- Longview Baptist Church, 2308 New Hope Road, Raleigh, Monday & Wednesday, 9:30 a.m. – 3 p.m. For an appointment, call 919-365-4248; and,
- Falcon Park Hut, 105 Falcon Drive, Fuquay Varina, Monday & Thursday, 12 p.m. to 4 p.m. For an appointment, call 919-552-1430.

To find the nearest Tax-Aide site, visit www.aarp.org/taxaide or call 1-888-227-7669.



Open Your Heart To a Pet That Needs Your Love

If you are looking for a new pet for your family, want to add a second pet, or want to get your first-ever pet, check out the Wake County Animal Center where there are many great dogs, cats, rabbits, and other small furry friends to choose from - every type, shape, size and color that can best fit your home, family and lifestyle – and all of these animals are from our community! We are confident that you will find that a shelter animal can add greatly to your quality of life by being a loyal and affectionate friend, a good listener, and a great exercise partner. The staff and volunteers of the Wake County Animal Center hope to see you soon to help you find a new best friend!

To view animals currently available for adoption, visit wakegov.com/pets
Be a fan of the Animal Center at [facebook.com/wakegovpets](https://www.facebook.com/wakegovpets)

Web: www.wakegov.com/pets

Phone: 919.212.PETS

Location: 820 Beacon Lake Drive, Raleigh, NC 27610

Directions: Take 440 to 64 business exit 13B. Take a right onto Corporation Parkway, a right onto Commerce Park Drive and a left onto Beacon Lake Drive. The Center is on your left.

Keep Pine Straw Away from Dwellings

The City of Raleigh is reminding residents that combustible pine straw should be kept at a distance from residences.

Raleigh has an ordinance that bans pine straw from being used as ground cover within 10 feet of multi-family dwellings. However, the City of Raleigh is urging all homeowners – those in single-family residences as well as multi-family dwellings --- to comply with the pine straw restrictions.

The ordinance states that no pine straw mulch shall be placed, kept or stored within 10 feet of multi-family dwellings, such as apartment complexes and condominiums. Violators of the ordinance face a fine of at least \$50.

For more information about the pine straw restrictions, contact the City of Raleigh Fire Prevention Office at 919-996-6392 or visit the City's website at www.raleighnc.gov.

City Offers Citizens' Annual Financial Report Online; On Paper

The City of Raleigh is offering the Citizens' Annual Financial Report for the fiscal year that was July 1, 2012 through June 30, 2013.

To access the report, please visit the City's website at www.raleighnc.gov. If you would like a hard copy of the report, make this request by calling the City of Raleigh Public Affairs Department at 919-996-3100 or by email at public.affairs@raleighnc.gov.

Report Backups Or Overflows Immediately

Please call the City of Raleigh Public Utilities Maintenance Division immediately at 919-250-2737 to report a sewer backup or overflow. When calling at a time other than 7:30 a.m. to 4:00 p.m., Monday through Friday, please dial the after-hours emergency number, 919-829-1930. The City is offering a \$50 reward to each person who reports a confirmed sewer overflow.

No Ammonia Added to Water from February 26 to April 9

The City of Raleigh temporarily will stop adding ammonia to its water treatment disinfecting process on Wednesday, February 26 at 10 a.m.

The change in treatment is required by federal and state regulations governing the operation of the City's water system. The City will resume adding ammonia to the water treatment process on Wednesday, April 9 at 10 a.m.

Using ammonia in the treatment process reduces the amount of trihalomethanes, a by-product formed when water is disinfected with chlorine. The one-month return to chlorine-only disinfecting is not expected

to cause any significant increase in trihalomethanes. Trihalomethane levels are strictly regulated in drinking water. The City of Raleigh has maintained compliance with all limits on trihalomethanes since regulations were put in place in 1981.

Some users of water may be affected by the temporary change in the treatment process. Water customers should be aware that residual traces of ammonia and chlorine must be removed from the water prior to use in fish tanks and ponds, kidney dialysis and some commercial manufacturing of food and beverages.

The City also conducts flushing of the water distribution system during this period to hasten the change of chloramines to chlorine residual disinfectant. This flushing may cause some temporary discoloration in the water. The water is absolutely safe. However, as a precaution, customers may want to check to see if their water is discolored before laundering white clothes.

Water customers affected by this change include those who pay water bills to the City of Raleigh and to the towns of Rolesville, Garner, Knightdale, Holly Springs, Wendell, Wake Forest, Zebulon and Fuquay-Varina.

Questions about this change in water treatment should be directed to Edward Buchan, Public Utilities Environmental Coordinator, and mailed to City of Raleigh Public Utilities Department, P.O. Box 590, Raleigh, NC 27602 or by email: edward.buchan@raleighnc.gov.

It Matters Where You Pay

When paying your City of Raleigh utility bill in person, the Official Utility Payment Locations listed below are the only payment sites authorized to accept your payments. By using these authorized locations, you can avoid fees and remittance delays that are often experienced when paying at other locations.

OFFICIAL UTILITY PAYMENT LOCATIONS

No fees or remittance processing delays for in-person payments		
<u>Raleigh – Main Location</u>		
Mon - Fri	8:30 – 5:00	Avery C. Upchurch Municipal Complex 1st Floor Revenue Services Lobby 222 West Hargett Street
<u>Garner</u>		
Mon - Fri	8:00 – 5:00	Town Hall 900 7th Avenue
<u>Knightdale</u>		
Mon - Fri	8:00 – 5:00	Town Hall 950 Steeple Square Court
<u>Rolesville</u>		
Mon - Fri	8:00 – 5:00	Town Hall 502 Southtown Circle
<u>Wake Forest</u>		
Mon - Fri	8:00 – 5:00	Town Hall 301 S. Brooks Street
<u>Wendell</u>		
Mon - Fri	8:00 – 5:00	Town Hall 15 E. Fourth Street
<u>Zebulon</u>		
Mon - Fri	8:00 – 5:00	Town Hall 1003 N. Arendell Avenue

Payments made in person at any unauthorized location may take several days to be processed. This may result in the addition of late fees and/or disconnection of services for nonpayment before the City receives your payment. The City of Raleigh is not responsible for lost or delayed payments made at unauthorized locations. For this reason, the City strongly recommends that you **ONLY visit an Official Utility Payment Location** when choosing to **pay in person**.

Moving? Stop Your Utilities Account Before You Go

If you are planning to move, remember to stop your City of Raleigh utilities account. Prior to moving out, notify Utility Billing (utilitybilling@raleighnc.gov or 919-890-3245) with the date you want your services stopped and your new mailing address. This will ensure your final bill is processed correctly with the actual meter reading and that your account will be closed.

If you don't contact Utility Billing prior to moving, you could be responsible for paying the utility bills at your old address until a new account is initiated by a new resident or owner.

Raleigh Reminds Residents of Winter Storm Guidelines

The City of Raleigh offers the following simple guidelines that residents should follow during winter storms:

Limit Driving

Not only do winter storms make driving treacherous but clogged roadways make it extremely difficult for snow-removal crews and emergency personnel to do their jobs;

Use Cellular Phones Very Sparingly

The use of cellular telephone channels is critical for emergency personnel during an emergency. Emergency personnel cannot communicate if the channels are clogged with unnecessary chatter;

9-1-1 Is for Emergencies Only

Remember that the Raleigh-Wake County Emergency Communications Center is for emergencies only. Do not call 9-1-1 for information on closings or road conditions. Turn to the media or visit the City's website www.raleighnc.gov for this information;

Reporting Power Outages

Call Progress Energy at 800-419-6356 to report power outages or to gain information about electrical service; and,

CAT Bus Information Source

For the latest information on Capital Area Transit (CAT) routes, call 919-485-RIDE (7433) or visit www.gotriangle.org.

Per City of Raleigh Code of General Ordinances, Chapter 3, Section 2-3004:

PAST DUE UTILITY ACCOUNTS

Disconnection and Reconnection Fees

The City of Raleigh may lawfully cause water or sewer service to be discontinued, or to remain discontinued, at a property when the applicable delinquent charges, fees and required deposit are not paid in full when due and payable. The discontinued service shall not be reinstated until payment of the water or sewer account is PAID IN FULL, including any disconnection, reconnection, meter removal or main disconnection charges.

Any past due utility account with water service charges will be assessed an additional fee of \$50.00 when a trip is made to the property for the purpose of discontinuing the water service, removing the water meter, or disconnecting the water service at the main. This fee will be in addition to any service deposit required, service charges, penalty amounts and delinquency fees that may be applicable.

Any past due utility account for sewer-only service will be assessed a fee of \$1,200.00 for disconnecting the service, and an additional fee of \$1,200.00 to reconnect the service. These fees will be in addition to any service deposit required, or other charges, penalties and fees that may be applicable.

Utility Bill Information

Residential utility customers in Raleigh's service area may find the following information helpful to better understand their monthly bills. For specific questions about your bill, contact the City's Utility Billing Services Division by calling 919-890-3245 or send an email to UtilityBilling@raleighnc.gov.

NOTE: Some of the information provided below may not be applicable to residential customers in Garner, Knightdale, Rolesville, Wake Forest, Wendell and Zebulon.

General Information

The City of Raleigh gets a reading from each water meter every 27 to 33 days. The timing of the readings is based on an operational billing cycle designed for optimum efficiency. The monthly bill is generally produced the same day as the **METER READING**.

The bill is due to be paid within 20 days from the date issued. The **DUE DATE** cannot be changed to a specific day of the month because it is based on the billing cycle, which fluctuates +/- 6 days.

USAGE is calculated by subtracting the **PREVIOUS READ** from the **CURRENT READ**. An "E" next to the meter reading indicates an estimate was used to calculate usage. Estimated readings are necessary on less than .05% of all City of Raleigh utility bills.

SERVICE ADDRESS is the term used for the location where City of Raleigh utilities are provided.

Water consumption is measured in units called CCFs. One CCF equals 100 cubic feet, or 748 gallons.

A **LATE CHARGE** of 1.5 percent of the past due balance or \$5.00, whichever is greater, will be included on the bill when past due charges exist on the account at the time the bill is produced.

When any charges are **PAST DUE**, there is a disconnection notice printed on the bill stating, "All past due charges are due upon receipt and subject to disconnection of services." No other notice is required for disconnection; however, a separate notice may be provided as a courtesy.

METERED CHARGES

ADMINISTRATION FEES fund the administrative components of providing utility services to residents such as billing, customer service, meter operations and debt service.

WATER USAGE is billed according to the amount of water consumed. The water meter measures the water consumption as it is delivered to each service address.

TIERED BILLING is a method where a lower water rate is charged for lower water usage. As usage increases, so does the rate. There are three rate tiers:

TIER 1 = 0-4 CCF	Lowest rate
TIER 2 = 5-10 CCF	Next higher rate
TIER 3 = 11+ CCF	Highest rate

Example: A customer who uses 12 CCF of water will be billed for 4 CCF at the Tier 1 rate, for 6 CCF at the Tier 2 rate, and for 2 CCF at the Tier 3 rate.

The **WATERSHED PROTECTION FEE** funds the City's water supply protection programs. It is used to pay for the Upper Neuse Clean Water Initiative, additional drinking water quality improvements to the treatment system, and/or for protective restoration projects.

WASTE WATER USAGE is a charge for waste water that returns to the sewer system. It is based on the water consumption at the service address.

NON-METERED CHARGES

RECYCLING charges are billed to all Raleigh households, regardless of use. The recycling fee funds the cost of the entire recycling program including curbside collection, multi-family/apartment recycling, drop off recycling centers, recycling in public places (such as in city parks and downtown), dropping off spent rechargeable batteries at City fire stations, the Swap Shop at the Yard Waste Center, events, presentations and many other components.

SOLID WASTE charges are billed to Raleigh households to fund the costs associated with the safe and efficient collection and disposal of residential solid waste (garbage).

STORMWATER FEES are charged for the City's program to manage the pollution and runoff carried by rainwater, including the maintenance and capital improvements to the storm drainage infrastructure, as well as other water quality improvement and flood hazard mitigation programs. Stormwater charges are billed regardless of the frequency or amount of rainfall received. Whether the city is experiencing drought conditions or torrential rains, ongoing efforts to maintain and implement capital improvements to the entire storm drainage infrastructure continue while the stormwater fee remains the same.